



DEPARTMENT OF VETERANS AFFAIRS
Oscar G. Johnson VA Medical Center
Iron Mountain, MI 49801

June 1, 2020

Dear Veteran:

Thank you for your patience and cooperation during this unprecedented time. The Oscar G. Johnson VA Medical Center has taken many steps to protect and care for our Veterans and staff throughout the unfolding COVID-19 pandemic. This included postponing most non-urgent care and services, implementing screening procedures, and restricting visitors.

The Department of Veterans Affairs is now moving forward with reintroducing select health care services at facilities across the country. I am happy to announce that we are implementing a phased approach to expanding care while ensuring we meet your needs in a safe environment. On June 2, 2020, we will begin seeing a limited number of patients in-person, prioritized by clinical need here at the main Iron Mountain facility for the following clinics: Primary Care, Mental Health, Neurology, Oncology, Urology, Endoscopy, Pain Management, Pharmacy (counseling), Outpatient Lab, Prosthetics, Home-based Primary Care, Radiology, and Women's Wellness. All other clinics at the main facility will resume services on June 22.

Our seven community-based VA outpatient clinics will begin in-person visits on the following dates: June 15 in Rhinelander, WI, and Sault Ste. Marie, MI; June 29 in Ironwood and Manistique, MI; June 30 in Hancock and Marquette, MI; and July 1 in Menominee, MI. For a complete list of clinic expansion dates go to our website at www.ironmountain.va.gov.

Although face-to-face visits are increasing, our walk-in clinics will remain closed to in-person visits at this time, and we ask that you call your provider before coming to any of our facilities. We will continue to maximize personalized virtual care options like in-home telehealth (VA Video Connect) and telephone appointments to promote physical distancing and provide increased access to care regardless of geographic location.

As we welcome our Veterans back, we will continue safety measures to minimize the risk of COVID-19 transmission including but not limited to physical distancing, environmental cleaning recommendations outlined by the CDC, requiring face masks while in the facility, and screening staff and Veterans for signs of COVID-19 infection. Additionally, only Veterans with scheduled appointments will be permitted inside the facility, unless a caregiver is required. **Safe** care is our mission and our continuing commitment to Veterans and staff.

Coinciding with the expansion of services, our DAV drivers from the Veterans Transportation Network in seven of the nine outlying areas will begin transporting Veterans with appointments to the Iron Mountain facility. Drivers will screen passengers before allowing them on the van and everyone will be required to wear a mask.

Please be patient with us as we take extra time to complete these measures to assure your safety as well as that of other Veterans and our staff. Your visit may include added wait times as we take these extra precautions.

We will also be holding two Veteran Town Halls via Facebook Live at noon CT Wednesday, June 10, and 5 p.m. CT Thursday, June 11, to provide further information and take questions. To learn more how to participate via Facebook, go to our homepage, www.ironmountain.va.gov, and click on the link for instructions.

To receive VA and Iron Mountain VAMC information and alerts via email, go to www.ironmountain.va.gov and see "Connect with Oscar G. Johnson VA Medical Center" in the top right menu.

Sincerely,

A handwritten signature in blue ink, appearing to read "J. Rice".

James W. Rice
Medical Center Director